

## **CUSTOMER SERVICE REPRESENTATIVE**

### **DISTINGUISHING FEATURES**

The fundamental reason the Customer Service Representative exists is to perform public relations and moderately complex clerical and accounting work involving the research and processing of accounts for tax permits, licenses, utility services, or cashiering in the Financial Services departments and Citywide. This classification is not a supervisory position. Work is performed under general supervision by a Customer Service Manager level.

### **ESSENTIAL FUNCTIONS**

Sets up, maintains, and bills residential and commercial accounts on a computerized system for water, sewer and sanitation.

Assists residential and commercial customers with questions on their accounts. Computes customer's bills and makes billing adjustments.

Calculates fees, accepts and receives payments owed to the City, and completes daily balancing of payments received.

Identifies and contacts businesses that have not obtained proper licensing.

Reviews and analyzes error/exception reports, making necessary corrections.

Monitors billing and payment information.

Prepares routine correspondence to customers concerning their accounts.

Listens and communicates effectively with a diverse group of people.

Prepares bills, statements, door hangers, and turn-off notices.

Assists customers in person and on the telephone with utility function inquiries.

Seeks out innovative ways to streamline and improve processes.

Performs as a team player that works effectively with City staff and citizens. Supports other staff members and is a team player by helping out other personnel with their job duties.

Manually accesses and inputs information on several computer screens.

Effectively and courteously communicate with the public, both verbally and in writing, often under stressful circumstances. Tactfully deals with irate customers. Explains, verbally and in writing, technical information concerning City ordinances, policies and procedures.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of:

Accounts receivable billing procedures manually and on the computer.  
excellent written and oral communication skills

Ability to:

Maintain regular consistent attendance and punctuality.  
Operate a personal computer and Windows based software.  
Establish and maintain effective working relationships with co-workers and the general public.  
Make arithmetic calculations on a calculator.  
Lift 20-50 pounds.  
Follow complex oral and written instructions.  
Make mathematical calculations to figure problems with customer billing or fees.  
Achieve a shared commitment to quality in everyday work and to continuous learning and improvement.

### **Education & Experience**

A minimum of one year of recent public contact experience resolving various levels of customer concerns both on the phone and in person. Must have experience in doing accounts receivable billing. Must be experienced and proficient in using a personal computer, a variety of computer software, and other equipment essential to performing daily activities.

FLSA Status: Non-exempt

HR Ordinance Status: Classified